GFI Backup 2011
Agent Manual

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Last updated: 17 June 2011

Version number: BUP-UM-3.00.00

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1 About GFI Backup

1.1 Introduction

The GFI Backup Agent is the user-side component of GFI Backup for SMB and apart from providing the backup, restore and monitoring functions that are administered by the systems administrator, enables users to set up their own backups, restores and sync tasks. This gives users an additional tool with which to safeguard data stored on their local computer.

1.2 Using this manual

This user manual is a comprehensive guide aimed at assisting you in configuring and using GFI Backup. It builds on the instructions in the GFI Backup 'Getting Start Guide' and 'Administration and Configuration Manual'.

GFI Backup documentation is available from: Online manuals

This manual contains the following chapters:

CHAPTER	DESCRIPTION
Chapter 1	**About GFI Backup** Introduces this manual and gives basic information on how to use it.
Chapter 2	**GFI Backup Agent Console** Describes the options available in GFI Backup Agent Console.
Chapter 3	**Workstation backups** Describes the available options when GFI Backup Agent is licensed as workstation, including how to configure, execute and restore backups.
Chapter 4	**Server backups** Describes the available options when GFI Backup Agent is licensed as server, including how to configure, execute and restore backups.
Chapter 5	**Tape backup and restore** Describes how to configure, execute and restore backups to tape drive.
Chapter 6	**Synchronization tasks** Describes how you can use GFI Backup to create tasks that synchronize data between two locations.
Chapter 7	**Customizing GFI Backup** Describes how you can customize GFI Backup to suit particular system administrator needs and requirements.
Chapter 8	**Troubleshooting and support** Provides you with all the necessary information on how to deal with troubleshooting any problems encountered while using GFI Backup. Also provides extensive support information.
Chapter 9	**Glossary** Defines technical terms used within GFI Backup
Chapter 10	**Appendix 1 - System tray options** Describes the functions accessible from the GFI Backup system tray icon.

1.2.1 Terms used in this manual

The following terms are used in this manual:

TERM	DESCRIPTION
	Additional information and references essential for the operation of GFI Backup.
	Important notifications and cautions regarding potential issues that are commonly encountered.
►	Step by step navigational instructions to access a specific function.
Bold text	Items to select such as nodes, menu options or command buttons.
<Italics text>	Parameters and values that you must replace with the applicable value, such as custom paths and filenames.

For any technical terms and their definitions as used in this manual, refer to the Glossary chapter in this manual.

2 GFI Backup Agent Console
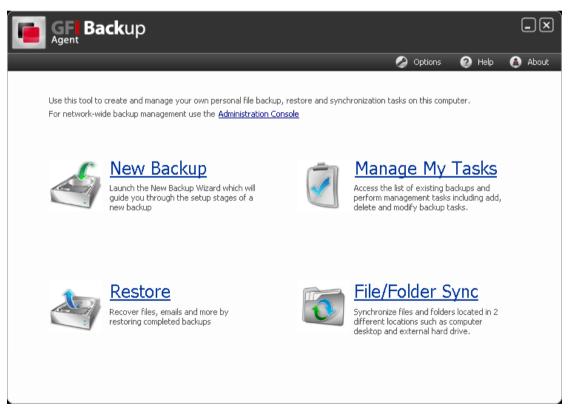
2.1 Launch the GFI Backup Agent Console

The GFI Backup Agent Console is installed after deploying the GFI Backup Agent on your computer. Use the GFI Backup Agent Console to:

- Create new backup tasks

- Restore data from an existing backup task

- Manage backup tasks

- Synchronize files and folder.

To launch the GFI Backup Agent Console:

1. From the taskbar right click the GFI Backup icon and select **Open GFI Backup 2011 Agent.**

Screenshot 1 - GFI Backup Agent Console

2. Select the tools described in Table 1 below.

Table 1 - GFI Backup Agent Console

OPTION	DESCRIPTION
New Backup	Launches the new backup wizard. The wizard will guide you through the steps required to create a new backup task.
Manage My Tasks	Manage existing backup tasks. Amongst others, this option enables you to create, edit, delete and start backup tasks.
Restore	Recover data from existing backup tasks. Amongst others, this option enables you to recover individual files or full backups.
File/Folder Sync	Synchronize data between two folders. The wizard will guide you through the steps required to perform synchronization.
Options	Customize and configure GFI Backup Agent. Amongst others, this option enables you to configure task settings, Email settings and FTP connections.

3 Workstation backups
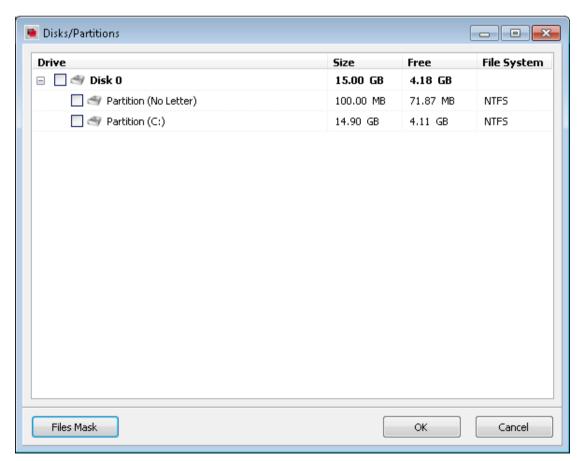
3.1 Introduction

GFI Backup Agents with a workstation license can back up data from systems that are not running a server type of OS, for example, Microsoft Windows 7. Agents running under a workstation license cannot, for example, be used to backup Microsoft SQL Server data. This chapter describes the tasks that can be performed when the GFI Backup Agent is licensed as a workstation.

3.2 Disk backup

GFI Backup enables you to backup data partitions and whole disk drives. To backup a disk drive or partition:

1. Create a new backup task. For more information on how to create a new backup task, refer to Create a new backup section in this chapter.

2. In the source tab, select **Disks** icon .

Drive	Size	Free	File System
☐ 💾 **Disk 0**	**15.00 GB**	**4.18 GB**	
☐ 💾 Partition (No Letter)	100.00 MB	71.87 MB	NTFS
☐ 💾 Partition (C:)	14.90 GB	4.11 GB	NTFS

Screenshot 2 - Workstations: Disk and Partitions dialog

3. Select the partitions to backup and click **OK**.

4. <Optional> Click **Files Mask** to specify the file types that should be excluded from backup. For more information refer to Masks section within the Customizing GFI Backup.

5. Complete the wizard to create the new backup.

3.3   Files and Folders backup

GFI Backup enables you to backup specific files and folders from your local machine.

To backup files and folders:

1. Create a new backup task. For more information on how to create a new backup task, refer to Create a new backup section in this chapter.

2. In the source tab, expand **Files/Folders** and choose between**:**

- **Select Files and Folders -** GFI Backup Agent will display the **Select Files and Folders** dialog that will enable you to browse through the drives to which you have access. Locate the files/folders to backup and select the checkboxes next to the files.

- **Select File Types to Search For -** GFI Backup Agent will display the **Select File Types to Search For** dialog. This enables you to specify file types to backup, for example, back up all productivity files.

3. Depending on the option selected in Step 2, select the files or file types to backup.

4. <Optional> Click **Files Mask** to specify the file types that should be included or excluded from the backup. For more information refer to Masks section within the Customizing GFI Backup chapter.

5. Complete the wizard steps to create the new backup.

3.4   Registry key backup
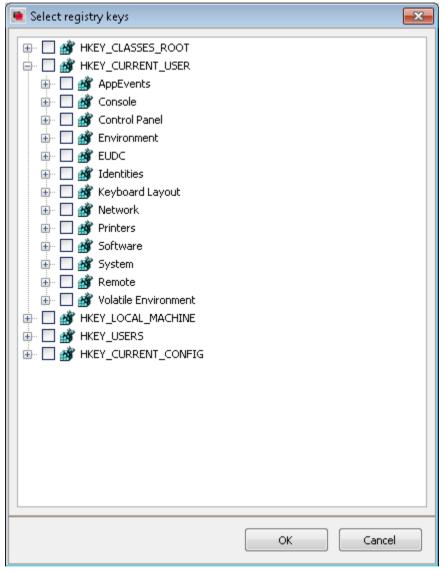
GFI Backup enables you to backup the local machine registry keys and registry keys value. To backup the local machine registry:

1. Create a new backup task. For more information, refer to Create a new backup section in this chapter.

2. In the source tab, select **Registry Keys** icon .

Screenshot 3 - Workstations: Select registry keys dialog

3. Select the registry keys to backup and click **OK**.

4. Complete the wizard to create the new registry backup.

3.5   Email backup

GFI Backup enables you to backup your Email client settings and mail. Various Email clients are supported including:

- Windows Live Mail

- Microsoft Outlook

- Eudora

- Outlook Express
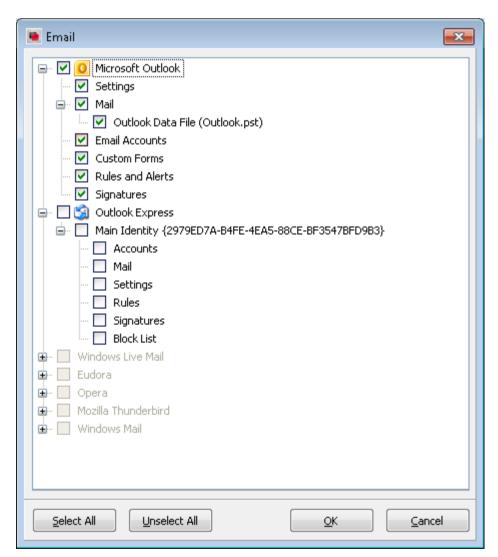
- Opera

- Mozilla Thunderbird

- Windows Mail

To backup your email client:

1. Create a new backup task. For more information on how to create a new backup task, refer to Create a new backup section in this chapter.

2. In the source tab, select **Email** icon ✉.
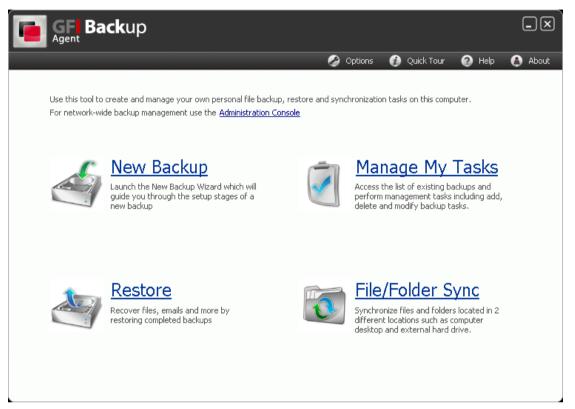
Screenshot 4 - Workstations: Email dialog

3. Select the settings/mail to back up by expanding and selecting the available nodes. For example, expand **Microsoft Outlook** and select **Mail**, **Email Accounts**, and **Signatures**.

4. Complete the wizard to create the new Email backup.

3.6 Create a new backup

Screenshot 5 - New workstation backup task: GFI Backup Agent

1. From the GFI Backup Agent main screen, select **New Backup** option.

2. In the **General** tab, key in the new backup task details. Available details are described in Table 2 below.
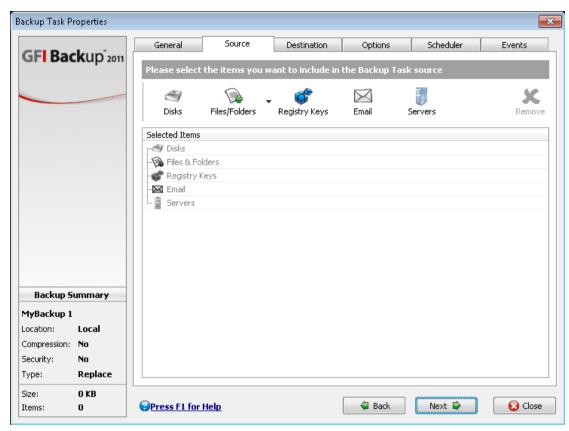
Table 2 - New workstation backup task: General tab

OPTION	DESCRIPTION
Backup Task Name	Define the backup task name that will be associated with the new task being created.
Archive File / Folder Name	Define the name of the backup archive file (in case of ZIP file compression) or archive folder (in case of no compression is chosen).
Description of Task	<Optional> Key in a description of the new backup task being created.
Task Group	Organize related tasks into groups. Select a task group from the drop-down list or click **Edit Task Groups** to create a new group.

Click **Next** to continue.

Screenshot 6 - New workstation backup task: Source screen

3. In the **Source** tab, select and configure source type. Available source types are described in Table 3 below.
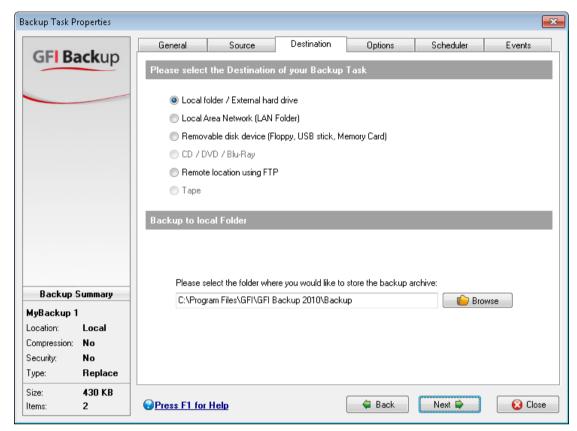
Table 3 - New workstation backup task: Source tab

OPTION	DESCRIPTION
Disks	Backup disk and partitions. For more information, refer to Disk backup section within the Workstation backups chapter.
Files and Folders	Backup specific files and folders. For more information, refer to Files and Folders backup section within the Workstation backups chapter.
Registry keys	Backup registry keys and registry keys value. For more information, refer to Registry key backup section within the Workstation backups chapter.
Email	Backup your email client settings and mail. For more information, refer to Email backup section within the Workstation backups chapter.
Servers	Backup Microsoft SQL servers and Virtualization environments. This option is available when GFI Backup Agent is licensed as server. For more information, refer to Server backups chapter.

Click **Next** to continue.

Screenshot 7 - New workstation backup task: Destination tab

4. In the **Destination** tab, select the destination location where the backup will be saved. The available destinations are described in Table 4 below.

Table 4 - New workstation backup task: Destination tab

OPTION	DESCRIPTION
Local folder / External hard drive	Stores backup in a local folder or an external hard disk drive attached to the computer where GFI Backup Agent is installed. Provide the destination drive/folder by keying in the path in the path field or selecting a folder by clicking **Browse**.
Local Area Network (LAN Folder):	Stores backup in a local area network folder accessible from the computer where GFI Backup Agent is installed. Provide the destination drive/folder by keying in the path in the path field or selecting a folder by clicking **Browse**. When authentication is required, select **Folder is password protected** checkbox and key in **User Name** and **Password**.
Removable disk device (Floppy, USB stick, Memory Card)	Stores backup on a removable medium such as a USB drive or a memory card plugged in the computer where the GFI Backup Agent is installed. From the **Please select the drive** dropdown select the destination drive where the backup will be stored. In the path field, key in the path on the removable drive where to store the backup or select a folder by clicking **Browse** button. If a format of the media is required before the backup is taken, enable the **Format disk before Backup** option

OPTION	DESCRIPTION
CD / DVD / Blu-Ray	Stores backup on a CD/DVD or Blu-ray disc attached to the computer where GFI Backup Agent is installed. Provide the following information to configure this backup: • **Please select the drive** - The drive letter of the CD/DVD/Blu-Ray device. • **Disk label -** The disk label that will be assigned to the disc that will be used to back up data on. • **Destination path -** The destination path where the backup data will be saved. • **Domain, User Name, Password -** Any authentication details required for backup. • **Erase CD before Backup (Only on CD-RW) -** Choose this option to instruct GFI Backup to erase CDRW or DVDRW before backup. • **Quick / Full -** Denotes whether backup will be done using Quick or Full modes. • **Speed -** Enables you to select the disc writing speed. • **Check possible disc speeds -** Choose this option to have GFI Backup choose the available disc writing speed. • **Erase disk before backup -** This option is only applicable in case of CDRW or DVDRW. If this option is not enabled and the re-writable disc provided is in UDF format, GFI Backup will try to write the backup on the remaining space. If the space is not enough, GFI Backup will ask for a different disc with a greater capacity. **NOTE**: To span multiple discs (in case where the data to back up results to be more than the size of the media selected) ensure to enable ZIP Compression and Split archives at options in the Options tab that follows this screen.
Remote location using FTP	Syncs with a remote FTP location. Provide the following information to configure this sync: • **Host name** - The host name or IP address of the FTP server. • **Port** - TCP/IP port used to connect to the FTP server. Default port is 21. • **Username & Password** - Credentials that have write access to the FTP server. • **Initial remote directory** - The initial directory that the backup will revert to on logging in the FTP server. • **Passive mode** - Use this option to initiate FTP sessions in passive mode. By default, GFI Backup initiates FTP sessions in active mode. • **Use proxy** - Connect to the FTP server using a proxy server. Click Proxy Settings and provide proxy server settings. • **Save Connection** - Click to save new connection. • **Test Connection** - Click to test connection set up. • **FTP Connections** - Click to choose a previously saved connection.
Tape	Stores backup on a locally attached tape drive. Available options are: • **Tape drive -** Select a tape drive connected to the machine on which the new backup task is being configured. • **Media -** Displays the tape drives that have been previously used with tape drive selected. Select New to configure a new backup. • **Erase -** Instructs GFI Backup to erase the selected backup. • **Refresh tape devices -** Instructs GFI Backup to refresh its current set of tape devices attached to the machine on which the new backup task is being configured.

Click **Next** to continue.

Screenshot 8 - New workstation backup task: Options tab

5. In the **Options** tab, select the compression and encryption settings as well as the type of backup. The available options are described in Table 5 below.

Table 5 - New workstation backup task: Options tab

OPTION	DESCRIPTION
No compression	Backup without compressing or encrypting data.
Use ZIP compression	Compress backup data in a single file at the backup destination.
Compression level	Set the Zip compression level. Higher compression ratios result in smaller files, but backups and restores will take longer to complete.
Self extracting archive	Create an executable file instead of a Zip file. Self extracting archives do not require any third party tools to access the data within.
Split archives at	Specify value to split backup files in specific sizes. This enables you to split backups in manageable chunks that can then be stored on space-limited media. For example, Split archived data in 690Mb backup files which can then be burned on multiple CD drives.
Compress each file individually	This option will not create a single compressed file, but will instead compress each file individually
ZIP password protection	Password protect the compressed files. This is the faster of the two encryption methods and provides basic cryptographic security against tampering by unauthorized individuals. To use this feature, Zip compression is automatically enabled. Specify a password to be used to encrypt and decrypt data.
AES encryption	Uses a stronger encryption algorithm than ZIP encryption. This is GFI Backup's own implementation of the standard 256-bit AES encryption. To use this feature, Zip compression is automatically enabled. Specify a password to be used to encrypt and decrypt data.
Replace Backup	The fastest backup type to back up and restore. Only the latest version of backed up files are retained while older files are overwritten. On restore, you will not be required to restore a full-backup set and merge the regular increment or differential files; you will only require restoring only a single set of backup files. • **Incremental Backup** - Only files and folders created or changed in the period between backups are backed up. Incremental backups are the fastest and smallest type of backups, but are less efficient when restoring, since you must restore the full-backup and then restore, in order of creation, each subsequent incremental backup. • **Differential Backup** - Files that are deleted from source are also removed from the backup.
Stack Backup	All selected files and folders are backed up. Stack backups are the most time-consuming (compared to replace backups) and require substantial storage capacities. Stacked backups label changed files with different version numbers that allow restoring older versions of files. You can also specify the number of backup versions to keep. If this number is exceeded, the oldest version is deleted when taking a new backup.

Click **Next** to continue.

Screenshot 9 - New workstation backup task: Scheduler tab

6. In the **Scheduler** tab, set up the backup schedule that the new backup being configured will follow. The available options are described in Table 6 below.

Table 6 - New workstation backup task: Scheduler tab

OPTION	DESCRIPTION
Run Manually	Backup will not be triggered on a specific schedule but started manually.
Run one time only	Backup will be run one time only at a specific date and time. Select the date and time values in the **Scheduler Settings** area.
On Windows startup	Backup will run once on next Windows startup.
On Windows shutdown	Backup will run once on next Windows shutdown.
Days of the week	Backup will run on specific days of the week and at a specific time or on system startup or shutdown. Select the days of the week when the backup will be run and select either a specific time or **On startup** or **On shutdown** fields.
Run every few days	Backup will run at specific intervals every number of days. Select the day interval from the **Run every** selector and set the backup days from the **Set backup days** option. Also, select a time from the **On Time** field or **On startup/On shutdown** fields.
Run every few hours	Backup will run at specific hourly intervals. Select the hourly interval from the **Run every** selector and the total number of tasks per day from the **Total tasks per day** selector. Set a starting time by selecting a time from the **Starting at:** field and set the backup days through the **Set backup day's** option.

OPTION	DESCRIPTION
User Authentication Settings	Enable backups to be executed also when all users are logged off, provide the required user authentication settings in the fields (Domain, User name and Password).
Reschedule task if missed	Instructs GFI Backup to reschedule missed tasks in case where, for example, a task is missed due to a computer being switched off.
Wake up computer from Standby/Hibernate before running Task	If the computer is in Standby or Hibernate status, it is automatically switched on before a task starts.
Create Desktop shortcut	Create a desktop shortcut to enable the manual startup of the backup operation being configured.

Click **Next** to continue.

Screenshot 10 - New workstation backup task: Events tab

7. In the **Events** tab, configure the notifications and actions to perform before, during and after the backup task. Available options are described in Table 7 below.

Table 7 - New workstation backup task: Events tab

OPTION	DESCRIPTION
Notify on Errors	Notifications will be triggered on GFI Backup encountering any errors that halt task execution. Select between: • **Show window** - a window is displayed, showing the reason of notification. • **Send email** - From **Notification Email** drop-down list, select the email address to send the notification email to. Click **Configure** to launch the **Options** dialog and select **Email Settings** to configure email settings.
Notify on Warnings	Notifications will be triggered on GFI Backup encountering any warnings that do not stop the execution of any sync task. Select between: • **Show window** - a window is displayed, showing the reason of notification. • **Send email** - From **Notification Email** drop-down list, select the email address to send the notification email to. Click **Configure** to launch the **Options** dialog and select **Email Settings** to configure email settings.
Notify on Summary	Notifications will be triggered on GFI Backup completing sync. Select between: • **Show window** - a window is displayed, showing the reason of notification. • **Send email** - From **Notification Email** drop-down list, select the email address to send the notification email to. Click **Configure** to launch the **Options** dialog and select **Email Settings** to configure email settings.
Run before Task starts	Instructs GFI Backup to run an application before sync starts. Key in or click **Browse** to specify the path of an application to launch before sync. Check **Wait for applications to end** to run sync after the selected application terminates.
Run after Task starts	Instructs GFI Backup to run an application after the sync task starts. Key in or click **Browse** to specify the path of an application to launch after sync. Check **Wait for applications to end** to run the application after the sync is ready.
Put computer in	Change the computer status after sync ends. The available options are: **Shutdown**, **Log Off**, **Standby** or **Hibernate**.
Verify Backup	GFI Backup verifies the validity of the backup being taken against the source files. This is a further guarantee that all backups are taken properly.

Click **Finish** to finalize new task setup.

3.7   Restore an existing backup

Within GFI Backup, you can restore either a full-backup set or single/multiple items from a backup set.

3.7.1   Restoring complete backups

1. From the GFI Backup Agent main screen, select **Restore**.
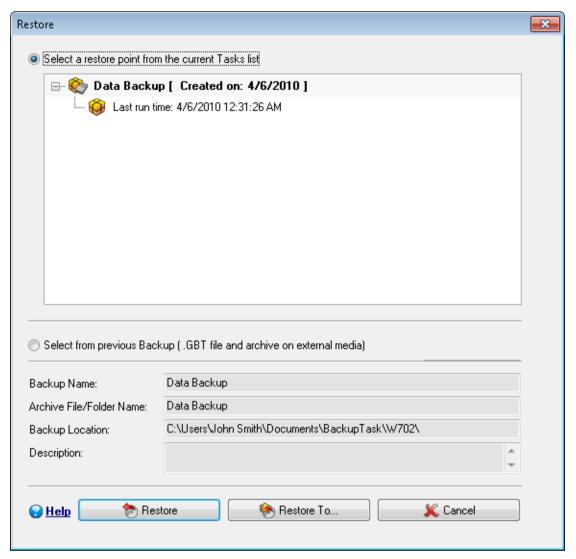
Screenshot 11 - Restore backup task: Select restore type

2. In the **Restore** dialog, select **Restore an entire backup** and click **OK**.

Screenshot 12 - Restore backup task: Select restore point.

3. From the list of backups displayed, select the backup to restore. Click **Restore** to restore backup to its original location or **Restore To…** to specify a location where to restore the backup.

4. Click **OK** to start restore operation and wait for the task to complete.

3.7.2 Restoring individual/multiple items from backup
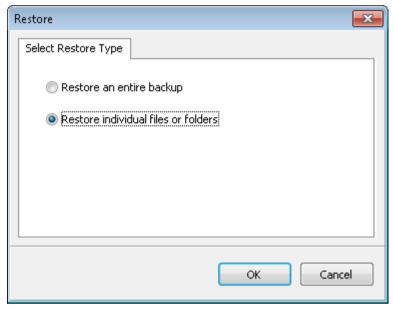
Restoring individual items from an encrypted backup is not allowed. In such a case, restore a full-backup to a location different from the original location and then retrieve the required files.

1. From the GFI Backup main screen, select **Restore** option.

Screenshot 13 - Restore backup task: Select restore type

2. In the **Restore** dialog, select **Restore individual files or folders** option and click **OK**.

3. From the **My Tasks** screen, select the backup to restore.

4. From **Items in Task** pane, select the files/folders/items to restore.

5. Click **Restore** to restore selected items to their original location or **Restore To…** to restore to a custom location.

6. Click **OK** to start restore operation and wait for the task to complete.

3.8   Manage an existing backup

3.8.1   Starting previously created tasks

1. From the GFI Backup Agent main screen, select **Manage My Tasks**.

2. Choose the task to start backing up and click **Start Backup**.

3.8.2   Stopping tasks in progress

1. From the GFI Backup Agent main screen, select **Manage My Tasks**.

2. Choose a task in progress and click **Stop** to stop the selected tasks in progress.

3.8.3   Modifying existing backup tasks

1. From the GFI Backup Agent main screen, select **Manage My Tasks**.

2. Choose the task to edit and click **Edit Task**.

3. Select the tab or tabs with the relevant backup settings to modify and perform any required changes.

4. Click **Save** to save changes.

3.8.4 Deleting tasks

1. From the GFI Backup Agent main screen, select **Manage My Tasks**.

2. Choose a task to delete and click **Delete**.

3. In the **Confirm** dialog, click **Yes** to delete the selected backup task or click **No** to retain backup task.

4 Server backups

4.1 Introduction

GFI Backup Agents assigned a server license enable you to perform server level operations such as backing up Microsoft SQL Servers and files/folders on systems running server Operating Systems such as Microsoft Windows Server 2003.

This chapter describes the tasks that can be performed when the GFI Backup Agent is licensed as a workstation.
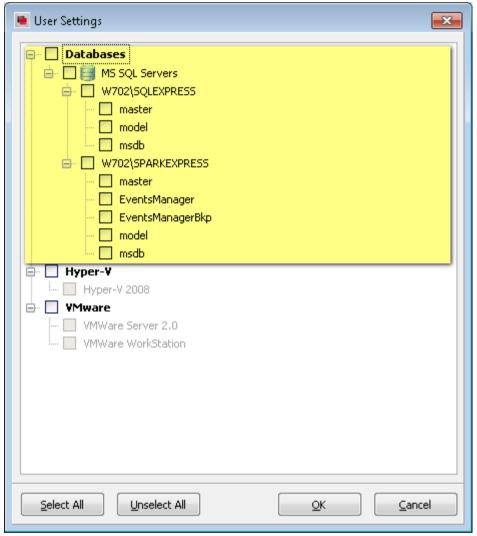
4.2 Microsoft SQL Server backup

GFI Backup enables you to back up and restore Microsoft SQL Server databases. This provides you with the facility to backup databases as they are at specific points in time and restore data to that point. To create a new Microsoft SQL server backup:

1. Create a new backup task. For more information, refer to Create a new backup section in this chapter.

2. In the source tab, select **Server** icon to launch the **User Settings** dialog.

Screenshot 14 - Servers: Microsoft SQL Server backup

3. Select the database to backup, and click **OK**.

> Differential and transaction log backups are not allowed if 'master' database is selected with other databases. In this case, configure a full-backup.

4. Complete wizard to create the new backup.

The following table describes the backup types as applicable to a Microsoft SQL Server.

OPTION	DESCRIPTION
Full	GFI Backup will take a full database backup of the selected Microsoft SQL Server databases each time a backup is triggered. A full database backup may be restored to either the same or a new database, on the same or a different server. This provides flexibility when this type of database backup needs to be restored.
Differential	GFI Backup will first take a full database backup and then a Differential database backup of the Microsoft SQL Server each subsequent time a backup is triggered.

OPTION	DESCRIPTION
Transaction Log	A transaction log is a continuing list of executed database transactions. A database transaction is a set of actions done to the database such as creating, adding, retrieving, deleting or updating records. GFI Backup will back up all database transactions generated since either the previous Transaction Log backup or the previous full database backup (if no Transaction Log backups were previously carried out). This backup type is ideal to restore the backed up changes in disaster recovery situations.
Automatic	GFI Backup will run on an automated schedule where a cycle of one full database backup and a subsequent set of Differential backups, is repeated according to the specified schedule.

4.3   Virtualization environments backup
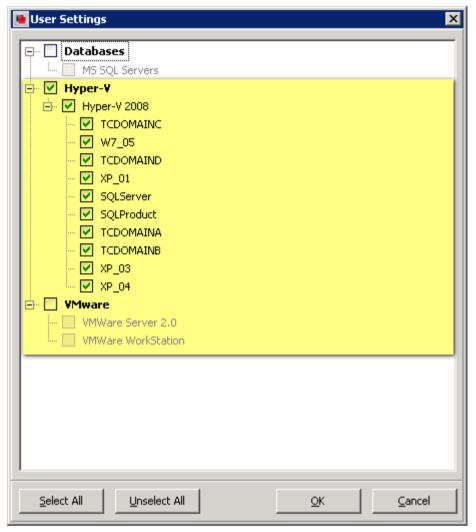
GFI Backup enables you to backup and restore virtual machines and virtual environments. This chapter describes how to backup and restore virtual environments in Microsoft Hyper-V, VMware Workstation and VMware Server.

To create a virtual environment backup:

1. Create a new backup task. For more information, refer to Create a new backup section in this chapter.

2. In the source tab, select **Server** icon .

Screenshot 15 - Servers: Virtual environment backup
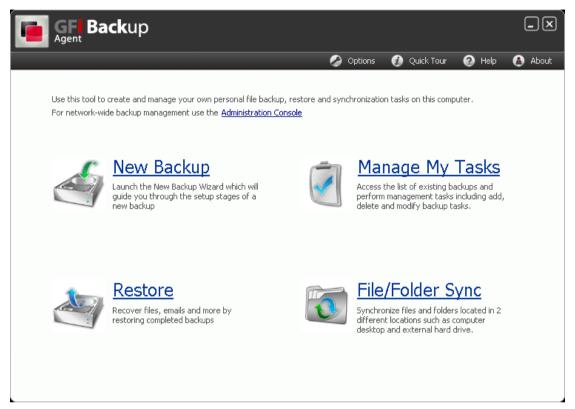
3. Select the virtual environment and the virtual machines to backup and click **OK**.

4. Complete the wizard to create the new backup.

4.4 Create a new backup

Screenshot 16 - New server backup task: GFI Backup Agent

1. From the GFI Backup Agent main screen, select **New Backup** option.

2. In the **General** tab, key in the new backup task details. Available options are described in Table 8 below.
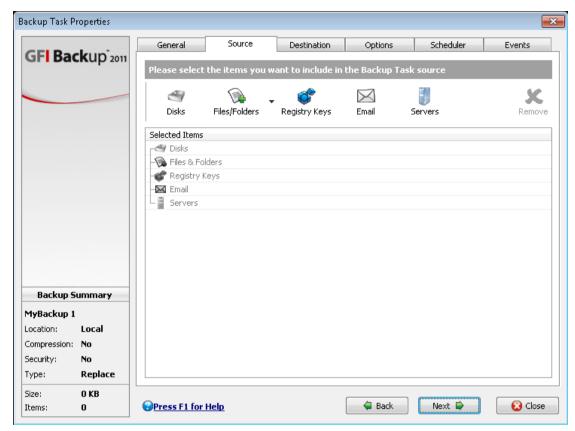
Table 8 - New server backup task: General tab

OPTION	DESCRIPTION
Backup Task Name	Define the backup task name that will be associated with the new task being created.
Archive File / Folder Name	Define the name of the backup archive file (in case of ZIP file compression) or archive folder (in case of no compression is chosen).
Description of Task	<Option> Key in a description of the new backup task being created.
Task Group	Organize related tasks into groups. Select a task group from the drop-down list or click **Edit Task Groups** to create a new group.

Click **Next** to continue.

Screenshot 17 - New server backup task: Source screen

3. In the **Source** tab, select Server and configure the source. Available options are described in Table 9 below.
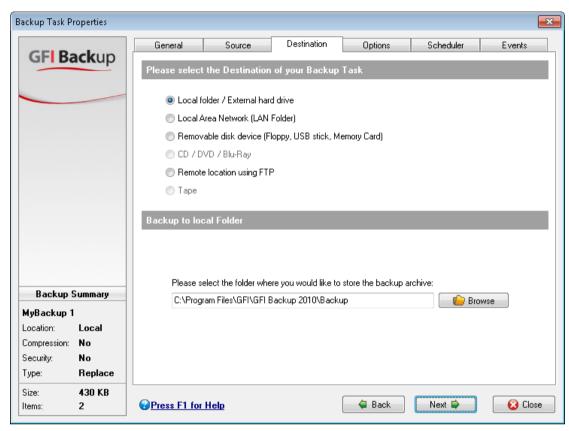
Table 9 - New server backup task: Source tab

OPTION	DESCRIPTION
Databases	Select the Microsoft SQL Databases to backup and click **OK**. For more information, refer to Microsoft SQL Server backup section within the Server backups chapter.
Hyper-V	Select the Microsoft Hyper-V machines to backup and click **OK**. For more information, refer to Virtualization environments backup section within the Server backups chapter.
VMware	Select the VMware machines to backup and click **OK**. For more information, refer to Virtualization environments backup section within the Server backups chapter.

Click **Next** to continue.

Screenshot 18 - New server backup task: Destination tab

4. In the **Destination** tab, select the destination location where the backup will be saved. The available options are described in Table 10 below.

Table 10 - New server backup task: Destination tab

OPTION	DESCRIPTION
Local folder / External hard drive	Stores backup in a local folder or an external hard disk drive attached to the computer where GFI Backup Agent is installed. Provide the destination drive/folder by keying in the path in the path field or selecting a folder by clicking **Browse**.
Local Area Network (LAN Folder):	Stores backup in a local area network folder accessible from the computer where GFI Backup Agent is installed. Provide the destination drive/folder by keying in the path in the path field or selecting a folder by clicking **Browse**. When authentication is required, select **Folder is password protected** checkbox and key in **User Name** and **Password**.
Removable disk device (Floppy, USB stick, Memory Card)	Stores backup on a removable medium such as a USB drive or a memory card plugged in the computer where the GFI Backup Agent is installed. From the **Please select the drive** dropdown select the destination drive where the backup will be stored. In the path field, key in the path on the removable drive where to store the backup or select a folder by clicking **Browse** button. If a format of the media is required before the backup is taken, enable the **Format disk before Backup** option

OPTION	DESCRIPTION
CD / DVD / Blu-Ray	Stores backup on a CD/DVD or Blu-ray disc attached to the computer where GFI Backup Agent is installed. Provide the following information to configure this backup: • **Please select the drive** - The drive letter of the CD/DVD/Blu-Ray device. • **Disk label -** The disk label that will be assigned to the disc that will be used to back up data on. • **Destination path -** The destination path where the backup data will be saved. • **Domain, User Name, Password -** Any authentication details required for backup. • **Erase CD before Backup (Only on CD-RW) -** Choose this option to instruct GFI Backup to erase CDRW or DVDRW before backup. • **Quick / Full -** Denotes whether backup will be done using Quick or Full modes. • **Speed -** Enables you to select the disc writing speed. • **Check possible disc speeds -** Choose this option to have GFI Backup choose the available disc writing speed. • **Erase disk before backup -** This option is only applicable in case of CDRW or DVDRW. If this option is not enabled and the re-writable disc provided is in UDF format, GFI Backup will try to write the backup on the remaining space. If the space is not enough, GFI Backup will ask for a different disc with a greater capacity. **NOTE**: To span multiple discs (in case where the data to back up results to be more than the size of the media selected) ensure to enable ZIP Compression and Split archives at options in the Options tab that follows this screen.
Remote location using FTP	Syncs with a remote FTP location. Provide the following information to configure this sync: • **Host name** - The host name or IP address of the FTP server. • **Port** - TCP/IP port used to connect to the FTP server. Default port is 21. • **Username & Password** - Credentials that have write access to the FTP server. • **Initial remote directory** - The initial directory that the backup will revert to on logging in the FTP server. • **Passive mode** - Use this option to initiate FTP sessions in passive mode. By default, GFI Backup initiates FTP sessions in active mode. • **Use proxy** - Connect to the FTP server using a proxy server. Click Proxy Settings and provide proxy server settings. • **Save Connection** - Click to save new connection. • **Test Connection** - Click to test connection set up. • **FTP Connections** - Click to choose a previously saved connection.
Tape	Stores backup on a locally attached tape drive. Available options are: • **Tape drive -** Select a tape drive connected to the machine on which the new backup task is being configured. • **Media -** Displays the tape drives that have been previously used with tape drive selected. Select New to configure a new backup. • **Erase -** Instructs GFI Backup to erase the selected backup. • **Refresh tape devices -** Instructs GFI Backup to refresh its current set of tape devices attached to the machine on which the new backup task is being configured.

Click **Next** to continue.

Screenshot 19 - New server backup task: Options tab

5. In the **Options** tab, select the compression and encryption settings as well as the type of backup. The available options are described in Table 11 below.
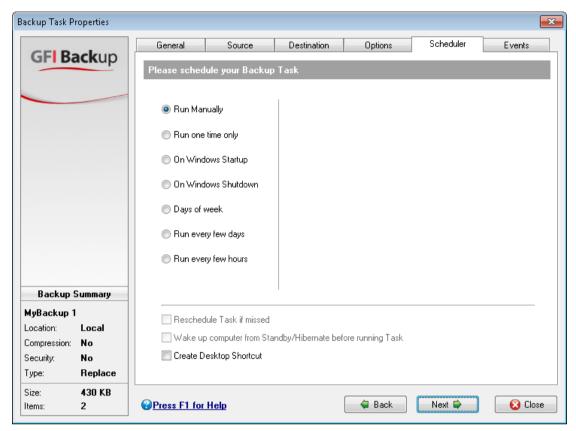
Table 11 - New server backup task: Options tab

OPTION	DESCRIPTION
No compression	Backup without compressing or encrypting data.
Use ZIP compression	Compress backup data in a single file at the backup destination.
Compression level	Set the Zip compression level. Higher compression ratios result in smaller files, but backups and restores will take longer to complete.
Self extracting archive	Create an executable file instead of a Zip file. Self extracting archives do not require any third party tools to access the data within.
Split archives at	Specify value to split backup files in specific sizes. This enables you to split backups in manageable chunks that can then be stored on space-limited media. For example, Split archived data in 690Mb backup files which can then be burned on multiple CD drives.
Compress each file individually	This option will not create a single compressed file, but will instead compress each file individually
ZIP password protection	Password protect the compressed files. This is the faster of the two encryption methods and provides basic cryptographic security against tampering by unauthorized individuals. To use this feature, Zip compression is automatically enabled. Specify a password to be used to encrypt and decrypt data.
AES encryption	Uses a stronger encryption algorithm than ZIP encryption. This is GFI Backup's own implementation of the standard 256-bit AES encryption. To use this feature, Zip compression is automatically enabled. Specify a password to be used to encrypt and decrypt data.
Replace Backup (Not applicable for Microsoft SQL Server backups)	The fastest backup type to back up and restore. Only the latest version of backed up files are retained while older files are overwritten. On restore, you will not be required to restore a full-backup set and merge the regular increment or differential files; you will only require restoring only a single set of backup files. • **Incremental Backup** - Only files and folders created or changed in the period between backups are backed up. Incremental backups are the fastest and smallest type of backups, but are less efficient when restoring, since you must restore the full-backup and then restore, in order of creation, each subsequent incremental backup. • **Differential Backup** - Files that are deleted from source are also removed from the backup. For information on Microsoft SQL Server backup types, refer to Microsoft SQL Server backup section within the Server backups chapter.
Stack Backup (Not applicable for Microsoft SQL Server backups)	All selected files and folders are backed up. Stack backups are the most time-consuming (compared to replace backups) and require substantial storage capacities. Stacked backups label changed files with different version numbers that allow restoring older versions of files. You can also specify the number of backup versions to keep. If this number is exceeded, the oldest version is deleted when taking a new backup. For information on Microsoft SQL Server backup types, refer to Microsoft SQL Server backup section within the Server backups chapter.

Click **Next** to continue.

Screenshot 20 - New server backup task: Scheduler tab

6. In the **Scheduler** tab, set up the backup schedule that the new backup being configured will follow. The available options are described in Table 12 below.

Table 12 - New server backup task: Scheduler tab

OPTION	DESCRIPTION
Run Manually	Backup will not be triggered on a specific schedule but started manually.
Run one time only	Backup will be run one time only at a specific date and time. Select the date and time values in the **Scheduler Settings** area.
On Windows startup	Backup will run once on next Windows startup.
On Windows shutdown	Backup will run once on next Windows shutdown.
Days of the week	Backup will run on specific days of the week and at a specific time or on system startup or shutdown. Select the days of the week when the backup will be run and select either a specific time or **On startup** or **On shutdown** fields.
Run every few days	Backup will run at specific intervals every number of days. Select the day interval from the **Run every** selector and set the backup days from the **Set backup days** option. Also, select a time from the **On Time** field or **On startup/On shutdown** fields.
Run every few hours	Backup will run at specific hourly intervals. Select the hourly interval from the **Run every** selector and the total number of tasks per day from the **Total tasks per day** selector. Set a starting time by selecting a time from the **Starting at:** field and set the backup days through the **Set backup day's** option.

OPTION	DESCRIPTION
User Authentication Settings	Enable backups to be executed also when all users are logged off, provide the required user authentication settings in the fields (Domain, User name and Password).
Reschedule task if missed	Instructs GFI Backup to reschedule missed tasks in case where, for example, a task is missed due to a computer being switched off.
Wake up computer from Standby/Hibernate before running Task	If the computer is in Standby or Hibernate status, it is automatically switched on before a task starts.
Create Desktop shortcut	Create a desktop shortcut to enable the manual startup of the backup operation being configured.

Click **Next** to continue.

Screenshot 21 - New server backup task: Events tab

7. In the **Events** tab, configure the notifications and actions to perform before, during and after the backup task. Available options are described in Table 13 below.

Table 13 - New server backup task: Events tab

OPTION	DESCRIPTION
Notify on Errors	Notifications will be triggered on GFI Backup encountering any errors that halt task execution. Select between: • **Show window** - a window is displayed, showing the reason of notification. • **Send email** - From **Notification Email** drop-down list, select the email address to send the notification email to. Click **Configure** to launch the **Options** dialog and select **Email Settings** to configure email settings.
Notify on Warnings	Notifications will be triggered on GFI Backup encountering any warnings that do not stop the execution of any sync task. Select between: • **Show window** - a window is displayed, showing the reason of notification. • **Send email** - From **Notification Email** drop-down list, select the email address to send the notification email to. Click **Configure** to launch the **Options** dialog and select **Email Settings** to configure email settings.
Notify on Summary	Notifications will be triggered on GFI Backup completing sync. Select between: • **Show window** - a window is displayed, showing the reason of notification. • **Send email** - From **Notification Email** drop-down list, select the email address to send the notification email to. Click **Configure** to launch the **Options** dialog and select **Email Settings** to configure email settings.
Run before Task starts	Instructs GFI Backup to run an application before sync starts. Key in or click **Browse** to specify the path of an application to launch before sync. Check **Wait for applications to end** to run sync after the selected application terminates.
Run after Task starts	Instructs GFI Backup to run an application after the sync task starts. Key in or click **Browse** to specify the path of an application to launch after sync. Check **Wait for applications to end** to run the application after the sync is ready.
Put computer in	Change the computer status after sync ends. The available options are: **Shutdown**, **Log Off**, **Standby** or **Hibernate**.
Verify Backup	GFI Backup verifies the validity of the backup being taken against the source files. This is a further guarantee that all backups are taken properly.

Click **Finish** to finalize new task setup.

4.5   Restore an existing backup

Within GFI Backup, you can restore either a full-backup set or single/multiple items from a backup set.

4.5.1   Restoring complete backups

1. From the GFI Backup Agent main screen, select **Restore**.
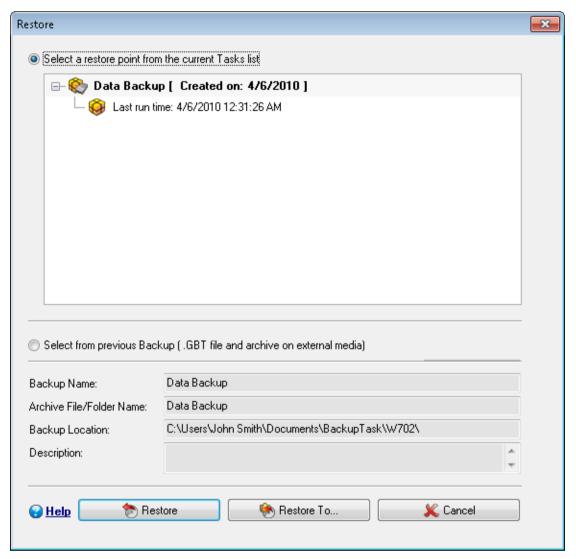
Screenshot 22 - Restore backup task: Restore an entire backup

2. In the **Restore** dialog, select **Restore an entire backup** and click **OK**.

Screenshot 23 - Restore backup task: Select restore point.

3. From the list of backups displayed, select the backup to restore. Click **Restore** to restore backup to its original location or **Restore To…** to specify a location where to restore the backup.

4. Click **OK** to start restore operation and wait for the task to complete.

4.5.2 Restoring individual/multiple items from backup
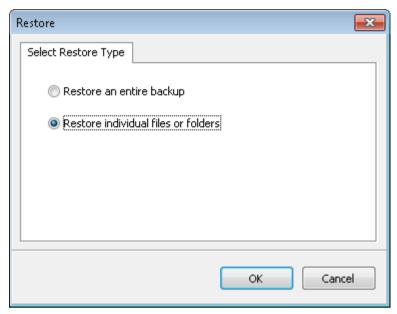
Restoring individual items from an encrypted backup is not allowed. In such a case, restore a full-backup to a location different from the original location and then retrieve the required files.

1. From the GFI Backup main screen, select **Restore** option.

Screenshot 24 - Restore backup task: Restore individual files and folders

2. In the **Restore** dialog, select **Restore individual files or folders** option and click **OK**.

3. From the **My Tasks** screen, select the backup to restore.

4. From **Items in Task** pane, select the files/folders/items to restore.

5. Click **Restore** to restore selected items to their original location or **Restore To…** to restore to a custom location.

6. Click **OK** to start restore operation and wait for the task to complete.

4.6   Manage an existing backup

4.6.1   Starting previously created tasks

1. From the GFI Backup Agent main screen, select **Manage My Tasks**.

2. Choose the task to start backing up and click **Start Backup**.

4.6.2   Stopping tasks in progress

1. From the GFI Backup Agent main screen, select **Manage My Tasks**.

2. Choose a task in progress and click **Stop** to stop the selected tasks in progress.

4.6.3   Modifying existing backup tasks

1. From the GFI Backup Agent main screen, select **Manage My Tasks**.

2. Choose the task to edit and click **Edit Task**.

3. Select the tab or tabs with the relevant backup settings to modify and perform any required changes.

4. Click **Save** to save changes.

4.6.4 Deleting tasks

1. From the GFI Backup Agent main screen, select **Manage My Tasks**.

2. Choose a task to delete and click **Delete**.

3. In the **Confirm** dialog, click **Yes** to delete the selected backup task or click **No** to retain backup task.

5 Tape backup and restore

5.1 Introduction

GFI Backup enables the collection and backup of data distributed on various computers on your network to a central repository on tape drive. This option enables you to use GFI Backup to collect data stored on your network and the use of tape drive backups.

> Based on the configuration set by your systems administrator, some or all features may not be available for your installation of GFI Backup Agent. Contact your systems administrator for assistance.

5.1.1 Supported tape drives

For a list of supported tape drives, refer to:

http://kbase.gfi.com/showarticle.asp?id=KBID003777

and

http://kbase.gfi.com/showarticle.asp?id=KBID003808

5.2 Backup data to tape

Configure a new tape backup task

1. From the GFI Backup Agent main screen, select **New Backup** option.

2. In the **General** tab, key in all the required details for the new tape backup and click **Next**.

3. In the **Source** tab, select items to back up to tape and click **Next**.

4. In the **Destination** tab, select **Tape**. Configure the following options:

OPTION	DESCRIPTION
Drive	Select the tape drive to back data to.
Tape	Select the tape or instruct GFI Backup to use a new tape.
Erase	Instructs GFI Backup Agent to erase tape before backup.
Backup Archive folder path	Key in or Browse for the location where to store the backup.
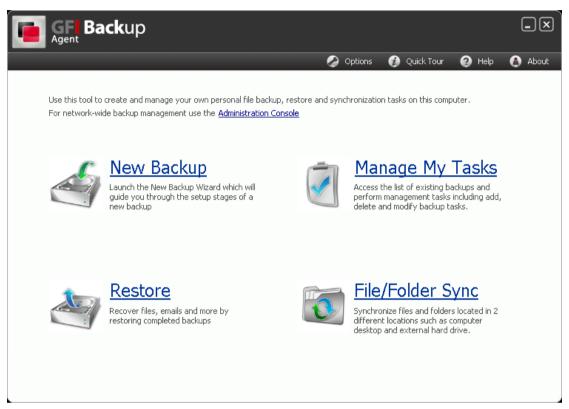
Click **Next** to continue.

5. In the **Options** tab, select the compression and encryption settings as well as the type of backup to take. Click **Next** to continue setup.

6. In the **Scheduler** tab, set up the backup schedule that the new backup task being configured will follow. Also, select whether the new backup task will be rescheduled if missed, whether to wake up computer from Standby/Hibernate and whether to create a desktop shortcut that starts the backup. Click **Next** to continue setup.

7. In the **Events** tab, configure the notifications and actions that will be performed before or after the backup.

8. Click **Finish** to finalize new task setup.

5.3 Restore data from tape

1. Load the tape to restore data from in the tape drive.

Screenshot 25 - Tape restore: Select Manage my tasks option

2. From the GFI Backup Agent main screen, select **Manage My Tasks** option.

3. Click **Import Task**.

4. From the **Browse** dialog select **Using this option you can browse the current tape…** button.

Screenshot 26 - Tape restore: Select task to import

5. Select the tape drive and the tape to use and click **Get tasks from tape**. Select the checkbox next to the task name to import and click **Import**.

6. Once the task is imported in the GFI Backup Agent, the newly imported task can be seen in the **Manage My Tasks** screen.

7. Select the backup to restore and click **Restore** to restore backup to its original location or **Restore To…** to specify a location where to restore the backup.

8. Click **OK** to start restore operation and wait for the task to complete.

6 Synchronization tasks

6.1 Introduction

Sync tasks enables you to configure a synchronization policy that synchronizes and keeps updated files and folders between two computers or two devices.

This chapter covers the setting up of a new sync task.

> Based on the configuration set by your systems administrator, some or all features may not be available for your installation of GFI Backup Agent. Contact your systems administrator for assistance.

6.2 Create a new sync task

1. From the GFI Backup main screen, select **File/Folder Sync** option.

2. In the **General** tab, key in the new backup task details. Details are described in Table 14 below.
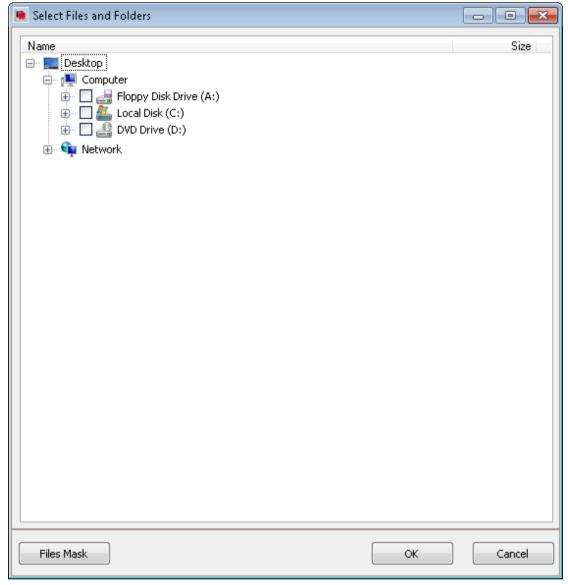
Table 14 - New Sync task: General tab options

DETAIL	DESCRIPTION
Sync Task name	Defines the sync task name that will be associated with the new task being created.
Description of Task	<Optional> Key in an optional description of the new sync task being created.
Task Group	<Optional> Organize related tasks into groups. Select a task group from the drop-down list or click **Edit Task Groups** to create a new group.

Click **Next** to continue setup.

Screenshot 27 - New Sync task: Select files and folders

3. In the **First Location** tab click **Files & Folders** and select the files/folders to sync.

4. <Optional> From the **Select Files and Folders** dialog, click **Files Mask** to launch the **Set Mask** dialog. Available options are described in Table 15 below.

Table 15 - New Sync task: Set Mask
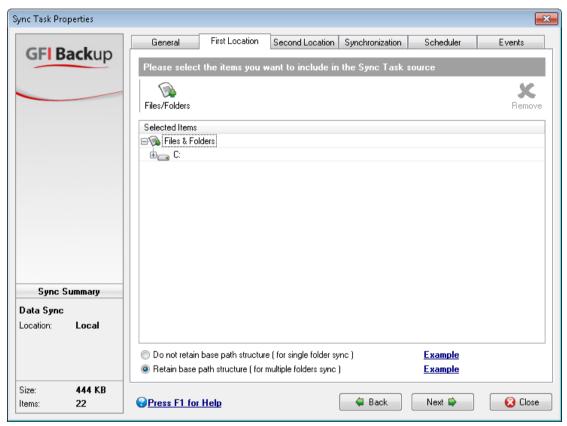
OPTION	DESCRIPTION
Inclusion mask and **Exclusion mask**	Select **>>** button to include and exclude files respectively.
Apply inclusion/exclusion masks also to folder names	Extends the selected inclusion/exclusion masks to folder names that fall within the sync range.
Clear masks	Clears any inclusion/exclusion masks set up.

OPTION	DESCRIPTION
Exclude temporary system files	Excludes temporary system files from the sync being set-up.
Exclude all temporary & useless files	Excludes any temporary and useless file from sync.

Click **OK** to return to the **First location** tab and continue setup.

Screenshot 28 - New Sync task: First location

6. In the **First Location** tab, choose whether to retain the base path structure. Available options are described in Table 16 below.
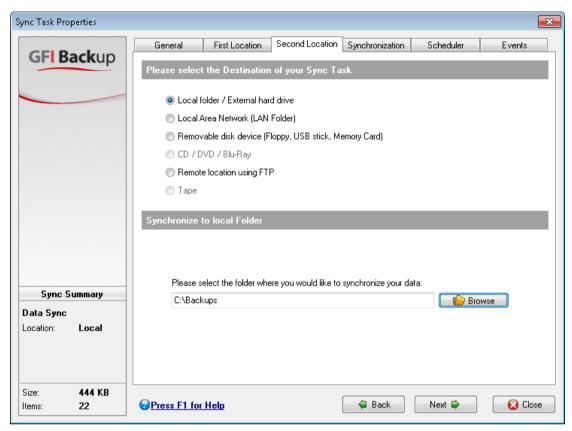
Table 16 - New Sync task: First location

OPTION	DESCRIPTION
Do not retain base path structure	Defines a "one-to-one" sync, where the selected folders are synched without recreating the original folder structure in the second location.
Retain base path structure	Defines a "many to one" sync, where selected folders are retained in a structure similar to the original. This will create the entire path structure for each folder in the second location.

Click **Next** to continue setup.

Screenshot 29 - New Sync task: Set second location

7. In the **Second Location** tab, select the destination location where the sync will be saved by selecting a destination option. Available options are described in Table 17 below.

Table 17 - New Sync task: Second location
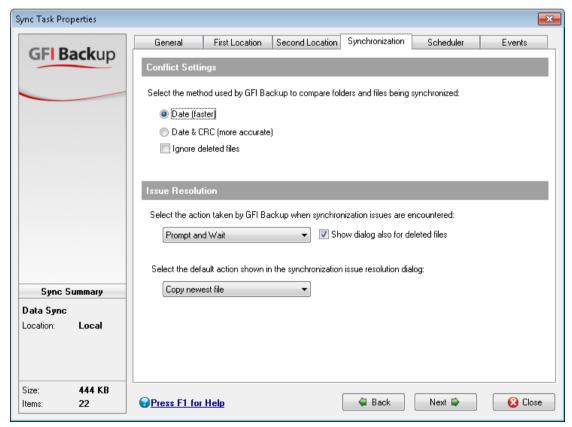
OPTION	DESCRIPTION
Local folder / External hard drive	Syncs to a local folder or an external hard disk drive attached to the computer where GFI Backup Agent is installed. Provide the destination drive/folder by keying in the path in the path field or selecting a folder by clicking **Browse**.
Local Area Network (LAN Folder)	Syncs to a local area network folder accessible from the computer where GFI Backup Agent is installed. Provide the destination drive/folder by keying in the path in the path field or selecting a folder by clicking **Browse**. When authentication is required, select **Folder is password protected** checkbox and key in **User Name** and **Password**.
Removable disk device (Floppy, USB stick, Memory Card)	Syncs with a removable medium such as a USB drive or a memory card plugged in the computer where the GFI Backup Agent is installed. From the **Please select the drive** dropdown select the destination drive where the sync will be stored. In the path field, key in the path on the removable drive where to store the sync or select a folder by clicking **Browse**.

OPTION	DESCRIPTION
Remote location using FTP	Syncs with a remote FTP location. Provide the following information to configure this sync: • **Host name** - The host name or IP address of the FTP server. • **Port** - TCP/IP port used to connect to the FTP server. Default port is 21. • **Username & Password** - Credentials that have write access to the FTP server. • **Initial remote directory** - The initial directory that the backup will revert to on logging in the FTP server. • **Passive mode** - Use this option to initiate FTP sessions in passive mode. By default, GFI Backup initiates FTP sessions in active mode. • **Use proxy** - Connect to the FTP server using a proxy server. Click Proxy Settings and provide proxy server settings. • **Save Connection** - Click to save new connection. • **Test Connection** - Click to test connection set up. • **FTP Connections** - Click to choose a previously saved connection.

Click **Next** to continue setup.

Screenshot 30 - New Sync task: Synchronization tab

8. In the **Synchronization** tab, select the settings related to how any conflicts and issues should be resolved by the GFI Backup Agent. Available options are described in Table 18 below
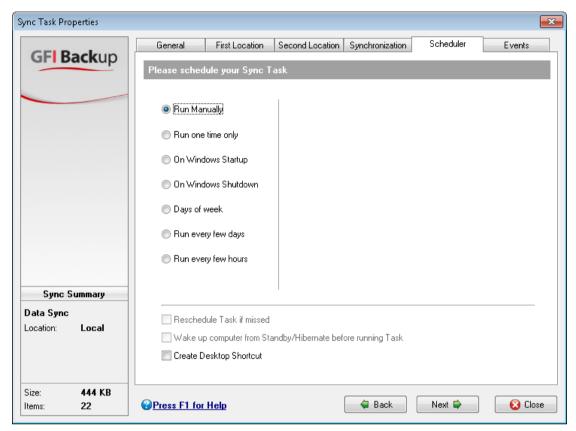
Table 18 - New Sync task: Synchronization

OPTION	DESCRIPTION
Date	Compares files using the date attribute set with files and folders. This is the fastest method.
Date & CRC	Compares files using the date attribute and its Cyclic Redundancy Check (a mathematical code that identifies data alteration) values. This is a more accurate but slower method compared to the date only method.
Ignore deleted files	Enable the option to have GFI Backup Agent ignore deleted files from the sync operation.
Select the action taken by GFI Backup when synchronization issues are encountered	Configure the action when an issue is encountered. Available options are: • Prompt and Wait • Prompt for 5 minutes • No prompt
Show dialog also for deleted files	Enable this option to instruct GFI Backup to show conflict resolution dialog for deleted files.
Select the default action shown in the synchronization issue resolution dialog	• Copy newest file • Copy oldest file • Copy file from first location • Copy file from second location

Click **Next** to continue setup.

Screenshot 31 - New Sync task: Scheduler tab

9. In the **Scheduler** tab, set up the backup schedule that the new backup task being configured will follow. Also, select whether the new backup task will be rescheduled if missed, whether to wake up computer from Standby/Hibernate and whether to create a desktop shortcut that starts the backup.

Available options are:
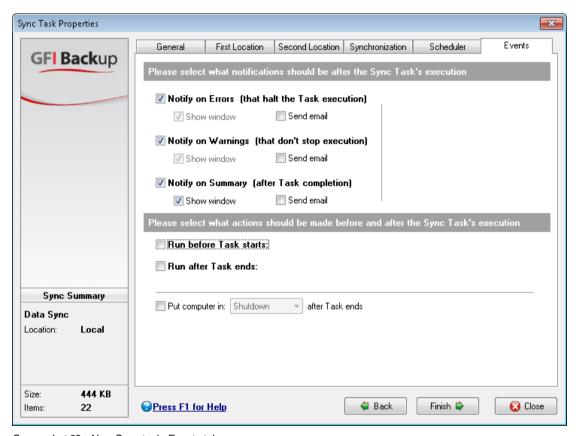
OPTION	DESCRIPTION
Run Manually	Sync will not be triggered on a specific schedule but started manually.
Run one time only	Sync will be run one time only at a specific date and time. Select the date and time values in the **Scheduler Settings** area.
On Windows startup	Sync will run once on next Windows startup.
On Windows shutdown	Sync will run once on next Windows shutdown.
Days of the week	Sync will run on specific days of the week and at a specific time or on system startup or shutdown. Select the days of the week when sync will be run and select either a specific time or **On startup** or **On shutdown** fields.
Run every few days	Sync will run at specific intervals every number of days. Select the day interval from the **Run every** selector and set the sync days from the **Set sync days** option. Also, select a time from the **On Time** field or **On startup/On shutdown** fields.
Run every few hours	Sync will run at specific hourly intervals. Select the hourly interval from the **Run every** selector and the total number of tasks per day from the **Total tasks per day** selector. Set a starting time by selecting a time from the **Starting at:** field and set the Sync days through the **Set sync days** option.

OPTION	DESCRIPTION
User Authentication Settings	Enable syncs to be executed also when all users are logged off. Provide the required user authentication settings in the fields (Domain, User name and Password).
Reschedule task if missed	Instructs GFI Backup to reschedule missed tasks in case where, for example, a task is missed due to a computer being switched off.
Wake up computer from Standby/Hibernate before running Task	If the computer is in Standby or Hibernate status, it is automatically switched on before a task starts.
Create Desktop shortcut	Create a desktop shortcut to enable the manual startup of the sync operation being configured.

Click **Next** to continue setup.

Screenshot 32 - New Sync task: Events tab

10. In the **Events** tab, configure the notifications and actions to perform before, during and after the sync task. Available options are described in Table 19 below.

Table 19 - New Sync task: Events

OPTION	DESCRIPTION
Notify on Errors	Notifications will be triggered on GFI Backup encountering any errors that halt task execution. Select between: • **Show window** - a window is displayed, showing the reason of notification. • **Send email** - From **Notification Email** drop-down list, select the email address to send the notification email to. Click **Configure** to launch the **Options** dialog and select **Email Settings** to configure email settings.
Notify on Warnings	Notifications will be triggered on GFI Backup encountering any warnings that do not stop the execution of any sync task. Select between: • **Show window** - a window is displayed, showing the reason of notification. • **Send email** - From **Notification Email** drop-down list, select the email address to send the notification email to. Click **Configure** to launch the **Options** dialog and select **Email Settings** to configure email settings.
Notify on Summary	Notifications will be triggered on GFI Backup completing sync. Select between: • **Show window** - a window is displayed, showing the reason of notification. • **Send email** - From **Notification Email** drop-down list, select the email address to send the notification email to. Click **Configure** to launch the **Options** dialog and select **Email Settings** to configure email settings.
Run before Task starts	Instructs GFI Backup to run an application before sync starts. Key in or click **Browse** to specify the path of an application to launch before sync. Check **Wait for applications to end** to run sync after the selected application terminates.
Run after Task starts	Instructs GFI Backup to run an application after the sync task starts. Key in or click **Browse** to specify the path of an application to launch after sync. Check **Wait for applications to end** to run the application after the sync is ready.
Put computer in	Change the computer status after sync ends. The available options are: **Shutdown**, **Log Off**, **Standby** or **Hibernate**.

Click **Finish** to finalize new task setup.

7 Customizing GFI Backup

7.1 Introduction

GFI Backup enables the customization of its behavior through the **Options** link within the GFI Backup Agent console.

This chapter describes the customization of GFI Backup using the tabs in the **Options** dialog.

Based on the configuration set by your systems administrator, some or all features may not be available for your installation of GFI Backup Agent. Contact your systems administrator for assistance.
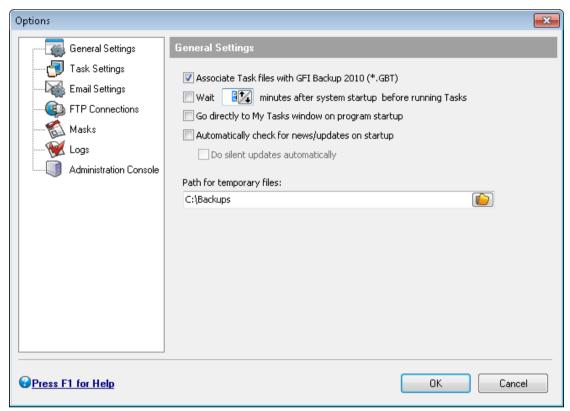
7.2 Customization options

Click **Options** link from any screen in the GFI Backup Agent to display the **Options** dialog that enables you to configure GFI Backup parameters. Select any of the following actions:

- General Settings
- Task Settings
- Email Settings
- FTP Connections
- Masks
- Logs
- Administration Console

7.2.1 General Settings

Screenshot 33 - Options: General settings

Use the **General Settings** to configure settings as shown in Table 20 below.

Table 20 - Options: General Settings
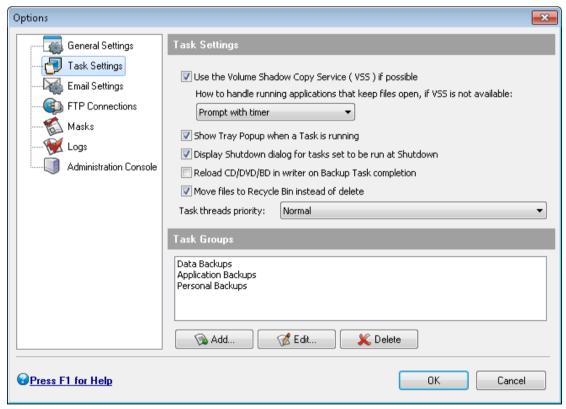
OPTION	DESCRIPTION
Associate Task files with GFI Backup 2011 (*.GBT)	Associates *.gbt files with GFI Backup. Double clicking on a *.gbt file loads the GFI Backup Agent.
Wait x minutes after system startup before running Tasks.	Prompts GFI Backup to wait for a number of minutes before a task starts. Use this option, for example, if your systems run a script or an automated process on system startup.
Go directly to My Tasks window on program startup	Instructs GFI Backup to automatically load in the My tasks screen.
Automatically check for news/updates on startup.	Instructs GFI Backup Agent to check for updates and news on GFI Backup Agent startup
Do silent updates automatically	Instructs GFI Backup to install all updates automatically without user intervention.

OPTION	DESCRIPTION
Path for temporary files	Key in a UNC path or click the **Browse** button to select the path where the temporary files created by GFI Backup during the execution of a task will be located.
	NOTE: The folder chosen must:
	1. Be a shared folder accessible by all the computers from where data will be backed up.
	2. Have read/write privileges assigned to the users that will access the data to back up. This depends on the data access method chosen (One account for all or Custom)

7.2.2 Task Settings

Use the **Tasks Settings** tab to view and modify settings related to how GFI Backup executes tasks and which credentials it should use to execute such tasks.

Screenshot 34 - Options: Task settings
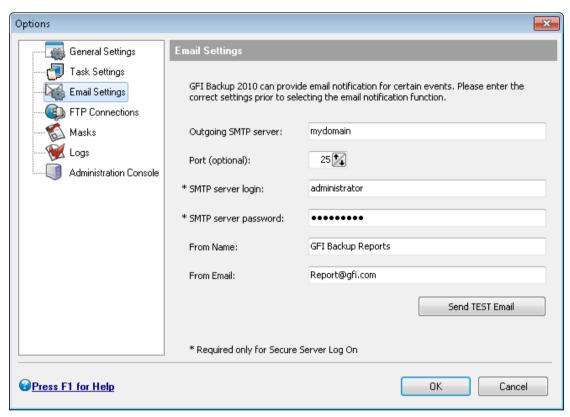
Table 21 - Options: Task Settings

OPTION	DESCRIPTION
Use the Volume Shadow Copy Service (VSS) if possible	Enables GFI Backup to use Microsoft's Volume Shadow Copy Service that enables GFI Backup to ensure consistent backups as well as copy files currently in use. Default value is **ON**.
How to handle running applications that keep files open, if VSS is not available:	Enables you to configure a fallback mechanism in case VSS fails. Possible options include: • **Prompt without timer** - Prompts users to close open files and waits indefinitely for user input. • **Prompt with timer** - Prompts users to close open files and sets a timer. • **Cancel backup** - Cancels backup. • **Kill all** - Kills all processes that maintain open files to back up files in a reliable manner. • **Leave open** - Leaves files open and backs up only the files that it can back up. Default value is **Prompt without timer.** Select **Automatically lock partitions during disk imaging if VSS is not working** to prevent changes on the partition during partition backup.
Show Tray Popup when a Task is running	Enables GFI Backup to show a popup denoting that a backup or a restore is currently being performed. Default value is **ON**.
Display Shutdown dialog for tasks to be run at Shutdown	Prompts users to shutdown their computer on a task being completed. Default value is **ON**.
Reload CD/DVD/BD in writer on Backup Task completion	Prompts GFI Backup to reload CD/DVD/Blu-ray drive tray on completion of backup. Default value is **OFF**.
Move files to Recycle Bin instead of delete	Prompts GFI Backup to permanently delete files instead of putting them in Microsoft Windows recycle bin. Default value is **ON**.
Skip bad sectors read during disk imaging	Ignore bad sectors while performing an image backup. This option prevents corrupted and bad sectors in the created image backup.
Task threads priority	Enables you to configure the task thread priority for backups running on agents located on slow computers. Default value is **Normal**.
Task Groups	Enables you to configure task groups that enable tasks to be run concurrently.

7.2.3 Email Settings

Use the **Email Settings** tab to view and modify the email settings used by GFI Backup Agent to send system notifications.

Screenshot 35 - Options: Email settings
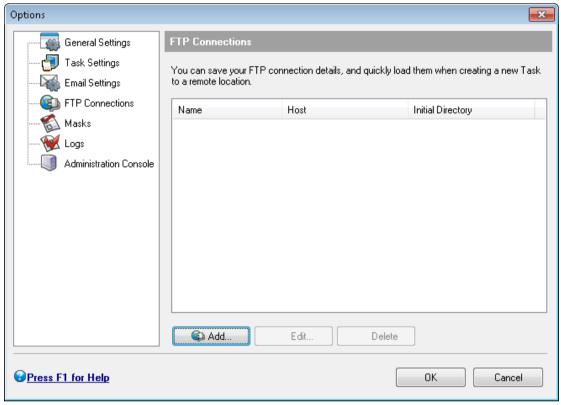
Table 22 - Options: Email Settings

OPTION	DESCRIPTION
Outgoing SMTP server	Defines the server through which emails will are routed. This can be either an FQDN or an IP Address.
Port	<Optional> Defines the IP port through which emails are routed. Default value is **25**.
SMTP server login & SMTP server password	Configure this option if your mail server uses secure server log on.
From Name	Defines the name displayed in the **From:** field of the email notification. Default name is **GFI Backup Reports**.
From Email	Defines the email address through which the email will be routed. Default email address is **report@gfi.com**.
Send TEST emails	Tests the email settings by sending out a test email. Specify an email address where to send the test email.

7.2.4 FTP Connections

Use the **FTP Connections** tab to view, add new, or modify existing FTP connection details used when backing up data to a remote location.
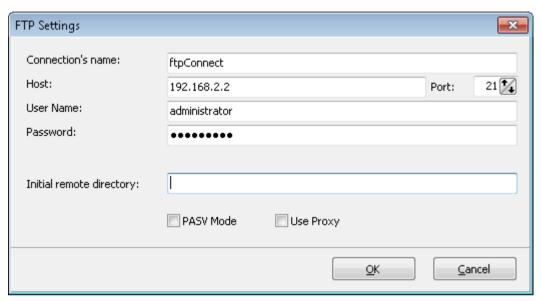
Screenshot 36 - Options: FTP connections

Adding a new FTP connection

1. Click **Add…**.

Screenshot 37 - Options: FTP Connections dialog

2. Key in **Connection's name**, **Host**, **Port**, **User Name** and **Password** details to be used for the new FTP connection.

3. Key in the **Initial remote directory** and select **PASV Mode** option to use a passive mode connection.

4. Select **Use Proxy** and click **View Proxy Settings** to view and configure the proxy settings to use to connect to the remote FTP location.

5. Click **OK** to save settings or **Cancel** to discard connection setup.

Editing an existing FTP connection

1. Select an existing FTP connection and click **Edit**.

2. Review the existing details already configured within the FTP settings page and either click **OK** to save settings or click **Cancel** to discard connection setup.
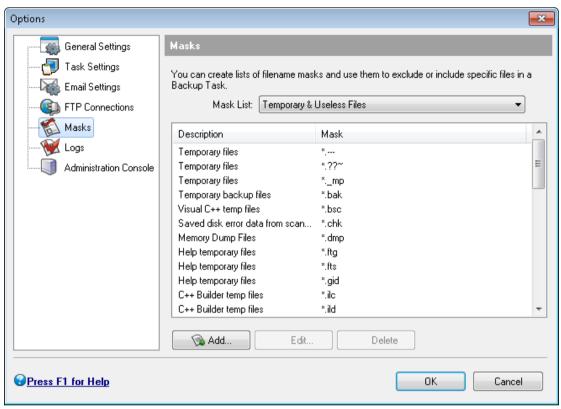
Deleting an existing FTP connection

1. Select an existing FTP connection and click **Delete**.

2. In the confirmation dialog displayed, click **Yes** to delete FTP connection or **No** to retain connection setup.

7.2.5 Masks
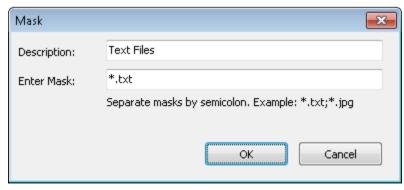
Use the Masks tab to view, add new, or create existing filename masks to include or exclude specific files in a Backup Task.

Screenshot 38 - Options: Masks

Adding a new mask

1. Choose an option as displayed in the **Mask List:** drop-down box.

Screenshot 39 - Options: Adding a new mask

2. Click **Add…** and key in a description and file extension mask value in the **Description** and **Enter Mask** fields respectively.

3. Click **OK** to save settings or **Cancel** to discard mask settings.

Editing an existing mask
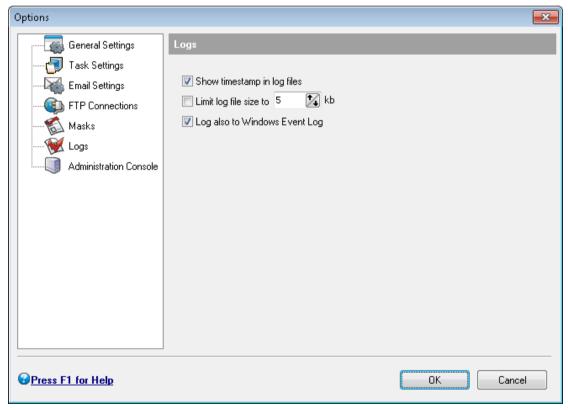
1. Select an existing mask and click **Edit**

2. Modify the description and value in the **Description** and **Enter mask** fields respectively.

3. Click **OK** to save settings or click **Cancel** to discard mask settings.

Deleting an existing mask

1. Select an existing mask and click **Delete**

2. In the confirmation dialog displayed, click **Yes** to delete mask settings or **No** to retain previous mask settings.

7.2.6 Logs

Use the **Logs** tab to review and change settings related to how to display and maintain log files in GFI Backup.

Screenshot 40 - Options: Logs
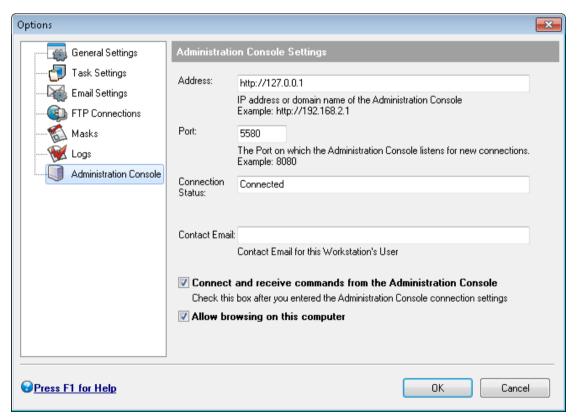
Table 23 - Options: Logs

OPTION	DESCRIPTION
Show timestamp in log files	Instructs GFI Backup Agent to include a timestamp in the log file created. Default value is **ON**.
Limit log file size to x **kb**	Instructs GFI Backup to limit the log file size to a specific number of kilobytes. Default value is **OFF**.
Log also to Windows Event Log	Check this option to add log events generated by the GFI Backup Agent to the Windows Event log. Default value is **ON**.

7.2.7 Administration Console

Use the **Administration Console** tab to review and change the settings that instruct GFI Backup Agent how to connect to the GFI Backup Administration Console.

Screenshot 41 - Options: Administration console settings

Table 24 - Options: Administration Console

OPTION	DESCRIPTION
Address	Define the IP address or domain name of the computer where the GFI Backup Administration Console is installed.
Port	Define the IP port through which communications are routed. Default value is **5580**
Connection Status	Displays the status of the connection to the computer where GFI Backup Administration Console is installed.
Contact Email	Displays and allows the keying in of the email address of the user of the workstation where GFI Backup Agent is installed.
Connect and receive commands from the Administration Console	Enables/Disables the connection to the GFI Backup Administration Console. Default value is **ON**.
Allow browsing on this computer	Enables/Disables browsing by user on the computer where the GFI Backup Agent is installed. Default value is **ON**.

8 Troubleshooting and support

8.1 Introduction

This chapter explains how to resolve any issues encountered during the use of GFI Backup Agent. The main sources of information available to solve these issues are:

- This manual - most issues can be solved through the information in this manual.

- GFI Knowledge Base articles

- Web forum

- Contacting GFI Technical Support

8.2 Common Issues

ISSUE ENCOUNTERED	SOLUTION
GFI Backup does not back up open files.	**Cause** There might be a problem with Volume Shadow Copy Service (VSS). **Solution** Refer to http://kbase.gfi.com/showarticle.asp?id=KBID003549 for a detailed procedure on how to solve VSS issues.
"**Access to agent application blocked by administrator**" message is returned when trying to load GFI Backup Agent or when trying to access any of its features from the system tray icon.	**Description** User has not been granted access to GFI Backup Agent functionality by system administrator. **Solution** Ask your system administrator to grant you access to GFI Backup Agent functionality. For more information on how to configure user permissions, refer to section **Configuring agent properties** in the **Administration and Configuration Manual**.

ISSUE ENCOUNTERED	SOLUTION
A notification warning that credentials are invalid on executing an imported backup task is displayed.	**Description and solution** When a backup task is created, executed and deleted, GFI Backup enables you to import the task from the destination location. After importing, ensure that the user authentication settings are configured. To configure user authentication: 1. In the GFI Backup Agent console, click **Manage My Tasks**. 2. Right click the imported task and select **Edit Task**. 3. Select **Scheduler** task and locate **User Authentication Settings** section. 4. Key-in the correct credentials in the **User Authentication Settings**.
GFI Backup Agent cannot connect to GFI Backup Administration Console.	**Possible causes** 1. Communication between computer running GFI Backup Administration Console and computer running GFI Backup Agent is lost. 2. GFI Backup Agent is not installed incorrectly. 3. TCP ports 5580 and 5543 are blocked. 4. Computer running GFI Backup Agent does not belong to the same domain or workgroup as computer running GFI Backup Administration Console. **Solution** 1. Ensure that the computer running GFI Backup Agent is able to 'ping' the computer running GFI Backup Administration Console. 2. Ensure that GFI Backup Agent is correctly installed on the computer from where to backup and/or restore data. 3. Ensure that your firewall settings enable communications on TCP ports 5580 and 5543 between computers. For further information on how to configure the Windows Firewall refer to: http://kbase.gfi.com/showarticle.asp?id=KBID003879 4. Contact your Systems Administrator to update the GFI Backup Agent settings to point to the correct GFI Backup Administration Console installation.

8.3   Knowledge Base

GFI maintains a comprehensive Knowledge Base repository that includes answers to the most common problems. In case that the information in this manual does not solve your installation problems, next refer to the Knowledge Base. The Knowledge Base always has the most up-to-date listing of technical support questions and patches. Access the Knowledge Base by visiting: http://kbase.gfi.com/

8.4   Web Forum

User to user technical support is available via the GFI web forum. Access the web forum by visiting: http://forums.gfi.com/.

8.5 Request technical support

If the resources listed above do not enable you to solve your issues, contact the GFI Technical Support team by filling in an online support request form or by phone.

- **Online:** Fill out the support request form and follow the instructions on this page closely to submit your support request on: http://support.gfi.com/Support/supportrequest.aspx?lcode=en

- **Phone**: To obtain the correct technical support phone number for your region visit: http://www.gfi.com/company/contact.htm

Before you contact our Technical Support team, have your Customer ID available. Your Customer ID is the online account number that is assigned to you when you first register your license keys in our Customer Area at: http://customers.gfi.com.

We will answer your query within 24 hours or less, depending on your time zone.

8.6 Build notifications

We strongly suggest that you subscribe to our build notifications list. This way you will be immediately notified about new product builds. To subscribe to our build notifications, visit: http://www.gfi.com/pages/productmailing.htm.

8.7 Documentation

If this manual does not satisfy your expectations, or if you think that this documentation can be improved in any way, let us know via email on: documentation@gfi.com

9 Glossary

TERM	DEFINITION
Active Directory	A technology that provides a variety of network services, including LDAP-like directory services.
Advanced Encryption Standard	An encryption standard approved by and in use, amongst others, by the National Security Agency (NSA) of the U.S. Government for the encryption of sensitive material. While it is slower than ZIP encryption, it is more secure.
AES	See Advanced Encryption Standard
Advanced Intelligent Tape	A proprietary technology owned by Sony based on helical scan like DAT but different tape technology. It is not as popular as DAT due to significant cost difference and the format is considered End-Of-Life. Sony joined HP to further develop media for DAT/DDS drives.
AIT	See Advanced Intelligent Tape
Authorize agent	An operation triggered at the GFI Backup Administration Console that enables an installed agent to be used with GFI Backup.
Backup actions	Actions automatically performed by GFI Backup just before or after a backup is taken. This includes running applications (for example, anti-virus) and backup verification.
Backup destination	The location where backups will be located once a backup is completed.
Backup notifications	The visual and audio notifications displayed or sent to users on specific events being triggered, for example, send email notification on backup task successful execution.
Backup policy	Rules and procedures in force within an organization that enable that organization to take adequate amounts and types of backup. This includes testing of the restore processes.
Backup rotation scheme	A method used to backup data effectively where different media is moved from storage to use and vice versa.
Backup schedule	The schedule that the backup task will be executed upon, for example, execute weekly on Thursday at 23:00.
Backup source	The data that will be backed up by the backup task in question.
Backup window	The time period during which a system is available for backups.
Backup task name	A user-friendly name used to identify backup tasks name within GFI Backup.
Blu-ray disk	An optical disc storage medium designed to cater for capacities up to 50 Gigabytes.
Compression	A mechanism that enables the encoding of information using a reduced number of bits to represent data. This enables considerable savings in terms of storage space.
Compression level	The level of compression applied to a specific data set.
Credentials	A user name and password used to authenticate users within systems.
Daily Backup Status report	A report that enables users to keep track of the status of backup tasks on a daily basis. It is automatically generated and distributed via email on a daily basis and takes into consideration only the tasks executed during the previous 24 hours.

TERM	DEFINITION
DAT	See Digital Audio Tape
Deployment	The act of installing software on to a system, for example, the installation of the GFI Backup Agent on client computers.
Desktop applications	Applications installed on the computers where GFI Backup Agent is installed and which can be backed up by GFI Backup.
Differential Backup	A replace backup type where all the data changed since last full-backup is backed. Typically, this backup is slower to take but faster to restore.
Digital Audio Tape	The most popular tape format in use at the low end of the tape drive market. Capacities vary from 72GB to 320GB.
Digital Linear Tape	A proprietary technology owned by Quantum. DLT-V is targeted for small and medium-sized businesses while DLT-S/SDLT is a high capacity range aimed for enterprise and larger businesses. DLT-S / SDLT also supports DLT-V for backward compatibility. DLT includes WORM capability It supports Hardware compression with a compressed capacity up to 1.6TB per cartridge and also higher data throughput than DAT drives.
Disaster recovery	The process of recovering and restoring data in the eventuality of a disaster. It is highly recommended that such a process is planned, audited and tested on a regular basis.
DLT	See Digital Linear Tape
Encryption settings	The settings that enable GFI Backup to encrypt the data to back up. This includes the type of encryption (ZIP/AES) and the encryption password.
FTP location	A remote backup destination accessible via the FTP protocol where the files to be backed up by GFI Backup will be stored.
Full-Backup	A backup type where all the data will be backed up, regardless of whether this data was previously backed up or not.
Full-Backup Restore	The complete restore of a backup previously taken.
GFI Backup Agent	A software application deployed on the computers to back up data from that enables GFI Backup to collect, archive and compress data to a central backup destination.
GFI LANguard	A GFI application that provides network security scanning and vulnerability management services. Can be also used to deploy software such as the GFI Backup Agent. Refer to http://www.gfi.com/lannetscan for more information on GFI LANguard.
Hot backup	The backup of a database that has not been stopped for backup purposes.
Incremental Backup	A replace backup type where only the data changed in the period between the backup being taken and the last backup taken is backed. Typically this backup type is faster to take but slower to restore.
Item level restore	A type of backup restore where only selected files/folders/settings are restored.
LAN folder	A backup destination on a LAN where backups will be saved on the successful execution of a backup task.
Media Spanning	The process of splitting a backup task across multiple media to backup data which volume is more than what the media allows.

TERM	DEFINITION
Microsoft Volume Shadow Copy Service	A Microsoft Windows OS (Windows XP and Windows 2003 onwards) that provides the backup infrastructure for Windows based computers and servers. Also provides a mechanism for creating consistent point-in-time copies of data known as shadow copies. It is also the service through which open files can be backed up.
Linear Tape Open	An open standard for magnetic data tape storage which is supported by LTO consortium initiated by Seagate, HP and IBM. It is the product of choice for high performance backups in an enterprise and large business. LTO is cheaper and more readily available (Ultrium form factor) than DLT-S /SDLT while performance is almost the same. LTO also supports Encryption.
LTO	See Linear Tape Open
Open File Backup	The ability of a software application to take a backup of a file that is currently in use. Within GFI Backup this is possible through VSS.
Registry keys	Entries within the Microsoft Windows system file that contains varied information about the Windows operating system as well as configuration information about installed applications.
Replace Backup	A type of backup where rather than taking a full-backup, only the files that changed since the last backup are archived. This data replaces the data in the original file set and, due to the lower volume of data to backup, is quicker to take.
Remote Store	A backup that is permanently stored in an offsite facility for disaster recovery purposes.
Self extracting archive	A type of zip archive that requires no software for decompression.
Stack Backup	A type of backup similar to a full-backup but which append a version number to files previously backed up.
Status monitor	A visual mechanism within GFI Backup Administration Console that enables users to discover various statistics on the functions of GFI Backup.
Tape	A backup medium where data is stored on a magnetic tape.
Unauthorized agent	The process through which agents previously authorized are set an unauthorized. This invalidates the GFI Backup Agent functionality and operations (backups and restores) can no longer be performed.
User permissions	A set of rules that define what operations users can execute with the GFI Backup Agent installed on their computer.
VSS	See Microsoft Volume Shadow Copy Service
Workgroup	A Microsoft peer-to-peer computer network where members can access each other's resources such as files, printers, and internet connection.
ZIP password protection	A data compression and archive format that offers encryption mechanisms that are faster than AES but less secure.

10 Appendix 1 - System tray options

10.1 Introduction

The GFI Backup Agent system tray options enable the launching of GFI Backup tasks and access to the options and help of GFI Backup Agent without loading the GFI Backup user interface.

> Based on the configuration set by your systems administrator, some or all features may not be available for your installation of GFI Backup Agent. Contact your systems administrator for assistance.

10.2 GFI Backup system tray

The GFI Backup system tray icon is located in the Microsoft Windows System tray area next to the computer time.

Screenshot 42 - Agent: System tray icon options

Right click the GFI Backup Agent icon to access the available options:

OPTION	DESCRIPTION
Open GFI Backup 2011 Agent	Launches the GFI Backup 2010 Agent user interface.
Run Task…	Enables the selection of tasks to run. Click to select a single task to run.
Run All Tasks	Choose this option to launch all GFI Backup tasks created using the installed GFI Backup Agent.
New Backup Task	Opens up the GFI Backup Agent new backup wizard which enables the set up of a new backup task. For more information, refer to Create a new backup section within Workstation backups chapter.
New Sync Task	Opens up the GFI Backup Agent new sync wizard which enables the set up of a new sync. Refer to Synchronization tasks chapter in this manual.
Stop All tasks	Instructs GFI Backup Agent to stop all tasks that are currently in process.
Options…	Launches GFI Backup Agent user interface and opens the Options screen. For more information on the GFI Backup Agents options refer to the Customization options section within Customizing GFI Backup chapter.
Help	Launches GFI Backup Agent Help File.
Close GFI Backup 2011	Instructs GFI Backup Agent to close User Interface.
Close Tray Agent	Instructs GFI Backup Agent to close the system tray icon.

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